



MOHAMMED ABDEL MOEMIN KOTB

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DUTY MANAGER | ASST.STORE MANAGER | STORE SUPERVISOR | SHOWROOM SUPERVISOR

OBJECTIVES

A **dynamic result driven** professional with **16+ years of experience** in leading **profit-generating** operations through innovative **merchandising, pricing, and discounting**. Well-versed in formulating effective business strategies to attract new customers and improving sales. Provided inspirational thought **leadership, strategies** and solutions for amplifying the retail business in an uncertain and complex situation impacted by various factors

CORE SKILLS

- ✓ Communication
- ✓ Adaptability
- ✓ Leadership
- ✓ Customer Service
- ✓ Team Management
- ✓ Operational Focus
- ✓ Result Orientation
- ✓ Problem Solving
- ✓ Stress Management
- ✓ Planning & Organizing
- ✓ P & L Management
- ✓ Process Optimization

TECHNICAL SKILLS

- ✓ SAP ERP
- ✓ Microsoft Dynamics AX
- 2009 ERP
- ✓ MS Office

WORK EXPERIENCE

Duty Manager-Store Supervisor **2012- Nov'2021**
Sharjah Co-Operative Society

Joined the organization as **Head Cashier**, moved on upward career trajectories to merit multiple promotions to the position of **Duty Manager**

Designation Chronology

- ✓ Mar 2012-Nov2021 **Duty Manager-Store Supervisor**
- ✓ Jan 2009-Feb 2012 **Section Head (FMCG & OPSS)**
- ✓ Jun 2007-Dec 2008 **Storekeeper**
- ✓ May 2005-May 2007 **Head Cashier**

Accomplishments

- ✓ Sales budget assigned by management were achieved for 2 consecutive years 2019 and 2020 in the last worked store
- ✓ Increased the basket value by 10 % by implementing cross-merchandising methods
- ✓ Reduced 50% of slow and dead moving items by returning it to vendors and internal transfer to other outlets within a month
- ✓ Train the staffs to work multitasking causes to reduce the staff cost by 10%
- ✓ Train the sales team to work smarter instead harder which result in improved efficacy of staffs

Core Responsibilities

EDUCATION

- ✓ Bachelor Of Commerce
Port Said University
Egypt

LANGUAGES

- ✓ English (Fluent in Read,
Write & Speak)
- ✓ Arabic (Working
Knowledge)

PERSONAL INFORMATION

- ✓ Marital Status: Married
- ✓ Nationality: Egyptian
- ✓ Religion: Islam
- ✓ Driving license: UAE
- ✓ Visit Visa

LOCAL ADDRESS

- ✓ Sharjah
- ✓ UAE

- ✓ Communicates store targets to the team and drives sales to achieve financial objectives
- ✓ Maintains proper loss prevention standards and ensures compliance with cash handling, fraud and theft of products
- ✓ Oversees and monitors all point of sales activities in the store which includes - sales transactions, tracking customer orders and payments, registering sale and maintaining inventory updates, providing service, handling returns and refunds, gathering consumer data for feedback' etc.
- ✓ Oversees cash transaction entry and management (petty cash, point of sales (POS) cash elements, change floats)
- ✓ Regularly audits own store administration and resolves any issues; assists in carrying out annual stock counts and spot checks
- ✓ Monitors and handles customer complaints and take corrective action in line with policy; resolves customer complaints and responds to feedback in a timely and professional manner
- ✓ Tracks and evaluates brand sales performance, research market trends and competitor trading activities to identify critical business factors and propose action plans to increase sales and profitability
- ✓ Monitors and analyzes sales reports and provides insights to maximize stock potential; reports on the performance of new and core collections
- ✓ Maintains window and in-store displays to a high standard in line with merchandising guidelines
- ✓ Oversees and monitors the inventory management in the store (stock availability, order management, back store management, stock movement within store)
- ✓ Ensures accurate stock merchandise and management (stock ageing, stock loss, space management) within the store
- ✓ Coordinates with facilities department on repairs or replacements of furniture or equipment; supports company maintenance standards/programs to optimize asset life
- ✓ Maintains staffing levels consistent with operational needs to ensure exceptional customer service; prepares schedules and ensures adequate shift coverage
- ✓ Ensures seasonal peaks, important promotional events are taken account of when preparing forecasts and staff rosters
- ✓ Ensures that the team is adequately trained in inventory management techniques such as in-bound movement of goods, receiving, stocking, restocking, transfers and managing inventory discrepancies